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Enhancing the capacity of public administration to implement the United Nations Millennium Declaration

The critical role of public administration and good governance in implementing the United Nations Millennium Declaration: e-government, known applications and enabling environment

Report of the Secretariat

Executive summary

The present brief schematic report highlights the main approaches of e-government and the conditions which will create an enabling environment to its introduction.

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E-government: known applications and tested approaches

1. E-government applications

Areas	*Typical systems*
Governance	
• Core business of government	• Management of work flow, finances, personnel, documentation, records, information, knowledge; internal communication; executive information and decision-making
• Transparency	• E-procurement; government portals; online availability of laws, decrees, regulations
• Participation	• Online petitions, town halls, notice and comment; citizen networks; publication of voting records; email for parliamentarians
Economic	
• Revenue generation	• Taxation, custom, fee information and management
• Financial management	• Budget planning; accounting; expenditure, investment, payroll and other payment management
• Resource management	• Geographic and natural resources information and management; land, property, dwelling management; urban planning; development planning
• Business development	• Enterprises registration; investment information; technology and technology transfer information; patent information; market information; statistical analysis; economic forecasting; laws and regulations
Social	
• Social services	• Civil applications; civil registration; land and property registration; civil certificates; personal identification documents; social security; vehicle registration

Areas	*Typical systems*
• Education and culture	• Digital libraries and museums; community information centres; education institutions; information and management
• Health	• Distant medicine and prescription services; hospital information and appointments; organ and blood availability information; health insurance reimbursement/direct settlement
• Public safety	• Crime information; drug monitoring and control; prison information and management; border control (immigration and emigration); transportation monitoring and management; natural disasters monitoring and forecasting
• Natural environment	• Natural environment information and management; weather forecasting

2. E-government: enabling environment

- Political leadership to drive the transformation process.
- Analysis of e-readiness to face the issues.
- Long-term vision, with strategic goals to relate transformation to development plans, inform the public, get public support and facilitate monitoring and accountability.
- Identification of priorities to line up small, achievable components of the vision.
- Regulatory framework to assure sustainability of the effort.
- Institutional structure in the centre and throughout the government at all levels to implement the vision.
- Public involvement to respond to needs and fine-tune design of initiatives.
- Education and training to achieve the needed level of skills in the government and among the public at large.

Annex

Resources

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